EXHIBIT A
STATEMENT OF WORK

INTRODUCTION

This section contains requirements that define the contractor's responsibilities. The contractor shall provide all the necessary resources required to successfully perform under the contract.

The contractor shall provide at the State's request, the resumes of all personnel the contractor intends to use to fulfill the order, or any other additional documentation or information deemed necessary to determine a contractor's ability to execute the contract requirements.

References made within this Statement of Work related to the Clearinghouse for Specialized Media and Technology (CSMT), a unit within the Curriculum Frameworks and Instructional Resources Division (CFIR) of the California Department of Education (CDC), may be substituted for any California university system, K-12 schools, community colleges, California State agencies and libraries who may utilize this contract.

DESCRIPTION OF SERVICES

CSMT DTB (DAISY) Publication Structure

The CSMT DTB Publication Structure shall become the standard, featuring completely accessible "Extensible Markup Language (XML)." Books richly marked up in XML sufficiently support multiple reading systems; e.g., audio, Braille, and large print. The CSMT DTB Publication Structure specifications are as follows:

1. DTB shall conform to DAISY NISO ANSI/NISO Z39.86-2002 specifications (http://www.niso.org/standards/resources/Z39-86-2002.html). If an optional package file is to be included, it should include exactly one package file that is a valid XML document conforming to the Open eBook Format (OeBF Publication Structure 1.2 package DTD (http://www.openeboolatest specifications. It must have the extension ".opf" after its name. If a DTB spans multiple media units, the same package file must be present on each media unit.

2. With sentence tracking, DTB highlights each sentence as it is read by a Daisy book reader. This bouncing ball feature will be useful for certain students with special needs.

3. DTB speech has a person reading the text; or it is a computerized text-to-speech (TTS [Text-to-Speech— converts machine-readable English text into audible speech]); or a combination of both types of technologies. Speech components shall be deliverable using MP3 format. MP3 shall have a compression ratio of 32Kbit/second, 16 bit resolution, and 22.05 KHz sampling rate.

4. If text-to-speech is used, the speech conversion control tags shall conform similarly to AT&T Natural Voices System Developer' Guide page 8-81 to 8-91 (www.wizzardsoftware.com/docs/ATTNaturalVoicesTTS14.pdf).

5. Image components shall be deliverable using the Joint Photographic Experts Group (jpeg) format. The compression ratio shall not be greater than 100:1 with a minimum of 256 colors and maximum level of 32,000 colors. Gray scale shall have good visible for 256 shades.

6. Photographs, books in comic format, diagrams, maps, tables, charts, icons, symbols, paintings, illustrations, diagrams, and other visual content pictures shall be considered as graphics. Where text-to-speech synthesizer cannot read, a DTB must have an alternative text (alt-text) that must be interpreted and described to the listener.

   Contractors shall follow the following alt-text guidelines:

   a. Not only understand the reason for including alt-text in the text and gearing descriptions accordingly, but must do so using terms and comparisons with which the listener is familiar (e.g., before comparing something to an oak tree, be sure the listener knows what an oak tree looks like).

   b. Graphic as text must be read or described as alt-text, unless the graphic(s) are clearly referred to in the text.

   c. If referred graphic appears on a different page, note the page on which it appears (if the text has not already done so) when describing the graphic.

   d. Books in *comic* format shall be described as such; for example, "This book is in comic book format. Each page consists of one or more panels. Each panel typically consists of narration, which is text within a yellow background, an illustration, and character speech or thought, which is text within a white background." Alt-text will be read panel by panel.

7. DTB shall include all footnotes where applicable. If footnotes are in graphic forms, they shall be included as alt-texts.

8. DTB must correctly read foreign words in their native voice. Translations are not required.

9. DTB shall follow the following spelling guides:

   a. Author's name(s) must be spelled (last name only); multiple authors are specified as *et al.*

   b. Any other unusual name or unusual spelling of a name must also be spelled the first time it appears in the text (e.g. "Merri Brown", "Kristofer Anderson").

   c. Words that are difficult for the listener because of his/her age or experience must also be spelled out (e.g., the word *velociraptor* should be spelled if it appears in the text of a third grade book).

10. DTB conversion must begin from front page and end at last page, excluding any blank pages and copyright statements.

11. DTB must include page number of the next page and start reading the text. If the page number is a Roman numeral, it must be identified as such; otherwise, it is assumed to be an Arabic numeral.

12. DTB must be free of spelling errors.

13. For a textbook greater than 50 pages, HTML body text must be broken down into smaller sections. Each section shall contain no more than 10 pages. These sections must be navigable using navigation control (ncc.htm or ncc.html).

14. Synchronized Multimedia Integration Language (SMIL) shall conform to the W3C Synchronized Multimedia Integration Language (SMIL) 1.0 specification (http://www.w3.org/TR/REC-smil/).

15. Each book shall contain exactly two SMIL files. A master file shall be named "master.smil" and a main SMIL. The master.smil file shall contain reference pointer to the main.smil file. The main.smil shall use the following convention: ISBN+.smil.

16. For a multi-column textbook, DTB must have a reading sequence from left column to right column.

17. DTB files shall be compatible with Amis, APH book wizard reader, and other major Daisy book readers.

CSMT Accessible Portable Document Format (PDF) Publication Structure

The CSMT PDF Publication Structure shall become the standard, featuring completely accessible PDF specifications, as follows:

1. PDF files shall conform to Adobe Corporation— Creating Accessible PDF Documents with Adobe Acrobat 7.0 —"A Guide for Publishing PDF Documents for Use by People with Disabilities" (http://www.adobe.com/accessibility/) and "Advanced Techniques for Creating Accessible Adobe PDF Files" http://www.adobe.com/products/acrobat/pdfs/CreateAccessibleAdvanced.pdf or latest guidelines.

2. PDF files and tags shall be compatible with PC and Macintosh Adobe Acrobat Reader version 7.X (or greater), Adobe LiveCycle Design, and Adobe PDF Forms Access.

3. PDF files must include tags (essentially XML), text equivalents, captions and audio descriptions, and other accessibility features. Files must be compatible with leading screen readers, including Jaws, Window-Eyes, and Hal. Moreover, tagged PDFs must be able to reflow, zoom, and allow replacement of document background/text colors for low-vision readers.

4. The PDF files shall have a CSMT-supplied password that prevents the document from being changed or altered. The password must be encrypted, using 128-bit RC4. No passwords are needed to open and print PDF documents.

5. The PDF files shall pass Acrobat Reader Accessibility Quick Check in Acrobat Document pull-down menu.

6. The PDF file name must include the extension ".pdf". The PDF files are not allowed to span to multiple media units (e.g., CD and DVD).

7. PDF workbooks must have interactive fillable and tagged form fields, descriptions of form fields that screen readers can read, and a preset tab order that helps users navigate through the form fields.

8. Bookmarks shall be organized and grouped, similar to the format used in "table of contents."

   a. Final PDF document must retain its original layout. If readable texts are enclosed by graphic (e.g., picture of clipboard), the graphic may be divided into top and bottom sections.

   b. Photographs, books in comic format, diagrams, maps, tables, charts, icons, symbols, paintings, illustrations, diagrams and other visual content pictures shall be considered as graphic forms.

   c. When describing a graphic that appears on a different page, note the page on which it appears (if the text has not already done so).

9. The PDF must have graphic alternative text (alt-text) tag descriptions where text to speech synthesizer cannot read. Alt-texts must be interpreted and described to the listener. Contractors shall follow the following guidelines:

   a. Alt-text must convey the reason for their inclusion in the text and be designed to use terms and comparisons with which the listener is familiar. Example: Before comparing something to an oak tree, be sure that the listener knows what an oak tree looks like.

   b. Graphics as text must be read or described as alt-text, unless the graphic(s) are clearly referred to in the text.

10. PDF files shall include all footnotes, where applicable. If footnotes are in graphic forms, they shall be included as alt-text.

11. The PDF shall be compatible with Acrobat Reader (View Read Out Loud tool) built-in computerized text-to-speech (TTS). TTS shall have logical, easy-to-follow reading order.

12. PDF must correctly read foreign words in their native voice. Translations are not required.

13. PDF conversion must include all front matter and back matter of the print books, excluding any blank pages.

14. PDF files must include the page number before reading the text. If the page number is a Roman numeral, it must be identified as such. Otherwise, it is assumed to be an Arabic numeral.

15. The PDF must be free of spelling errors. All consonant and phonemic alphabets must be mastered to correct sounds when they are read by Adobe reader TTS.

CSMT Wave Publication Structure

CSMT Wave publication structure is similar to the CSMT DTB publication specification where Wave file is compiled using text-to-speech engine. Additional specifications are as follows:

1. Wave files shall be compatible with 22.05 KHz sampling rate, mono channel, 0 volt DC offset, and 16-bit resolution.

2. Final Wave files shall be normalized to 80% of 1V peak-to-peak or –3 db. If human voice is used to build DTB (versus TTS), the 4096 points of Fast Fourier Transform (FFT) algorithm must be used to eliminate background noises.

3. Wave files shall begin with:

   a. Book title: The title of the book as shown in the Book Information sheet supplied by CSMT.

   b. By: The Authors name taken from the Book Information sheet. Read the author's full name and then spell the last name.

   c. Copyright Date: The book publisher's copyright date taken from the Book Information sheet.

   d. In the series: Taken from the Book Information sheet, unless none is provided.

   e. Published by: Taken from the Book Information sheet.

   f. Reader's Note…" The pre-determined toning format will be inserted in this field. Following are examples:

      Example #1: "Toning for this book will be as follows: One tone per page, two tones per chapter…end note."

      Example #2: "Toning for this book will be as follows: One tone per page, two tones per chapter, three tones per unit, gazetteer, and glossary …end note."

4. Wave shall have appropriate tone index using 3 seconds of 50Hz square wave. Each page will be toned once. The *tone* is an audible sound that alerts the listener to the beginning of a new page, chapter, unit, section, and so forth. If the book contains chapters and then units, readers typically tone twice for the chapters and three times for the units. It is also important to tone three times at the beginning of a glossary, gazetteer, and atlas. Once within these areas, tone once per page is normal.

5. Wave file greater than 60 recorded minutes shall be broken down into 60-minute segments.

6. File names shall have the following structure- ISBN+3 digit segment number.wav.

CSMT MP3 File Publication Structure

MP3 (MPEG-1 Audio Layer 3) file publication structure is similar to Wave file publication structure. Wave can be converted directly into MP3 using the following specifications:

1. MP3 files shall be 32Kbit/s compression rate, 22.05 KHz sampling rate, mono channel, 0 volt DC offset, and 16-bit resolution.

2. Files shall be compatible with commercially available MP3 player devices, such as IPODS, APH book port, IRIVER, etc.

3. Files shall be compatible with Windows Media, Real audio, and Macintosh media players.

CSMT DTB (CD/DVD) Publication Structure

DTB, PDF, Wave, and MP3 shall be delivered using the following methods:

1. DTB, PDF, Wave and Mp3 files shall be recorded on individual CD/DVD disks.

2. CD must be CD R/W.

3. DVD must be DVD R.

4. If continuation of files is required, same type of CD or DVD must be used.

5. Carrying case must be white DVD case similar to ULINE part number S-8069 or equivalent.

6. The ISBN, title, grade, publisher, subject matter, publishing date, and version number must be clearly printed on CD/DVDs and cases.

TASKS TO BE ACCOMPLISHED/FUNCTIONS TO BE PERFORMED

Contractors shall deliver media (CD/DVD) per stated CSMT "Publication Structures" within 90 days after receipt of orders. Contractors shall warranty the deliverables for a period of ninety (90) days from the delivery date. If any of the deliverables fail to meet the CSMT publication structure specifications, the contractor shall provide the necessary services to correct the problem at no cost to the government.

STATE'S RESPONSIBILITITES

CDE will support and facilitate the work of the contractor in the following manner:

- Provide a knowledgeable CSMT manager who will have overall supervision of the project, support detailed tasks, respond to questions, and provide feedback on work products; and

- Review the contractor's draft work and respond in a timely manner to all the contractor's issues, comments, and requests for changes.